



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 25, 2025

Carrie Dextrom
Union Square AFC Home, LLC
4045 N. Seeley Rd.
Manton, MI 49663

RE: License #: AL570403996
Investigation #: 2025A0870022
Magnolia Care Estates AFC home

Dear Carrie Dextrom:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer". The signature is fluid and cursive.

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AL570403996
Investigation #:	2025A0870022
Complaint Receipt Date:	05/09/2025
Investigation Initiation Date:	05/12/2025
Report Due Date:	07/08/2025
Licensee Name:	Union Square AFC Home, LLC
Licensee Address:	4045 N. Seeley Rd. Manton, MI 49663
Licensee Telephone #:	(231) 878-8352
Administrator:	Carrie Dextrom
Licensee Designee:	Carrie Dextrom
Name of Facility:	Magnolia Care Estates AFC home
Facility Address:	2439 E Houghton Lake Road Lake City, MI 49651
Facility Telephone #:	(231) 328-2105
Original Issuance Date:	09/21/2020
License Status:	REGULAR
Effective Date:	03/21/2025
Expiration Date:	03/20/2027
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
Staff Kia Richards Mann is stealing money from Resident A.	Yes

III. METHODOLOGY

05/09/2025	Special Investigation Intake 2025A0870022
05/12/2025	APS Referral This referral came from the Michigan Department of Health and Human Services, Adult Protective Services.
05/12/2025	Special Investigation Initiated - Telephone Telephone call with Michelle Frakes, Wexford Co MDHHS APS worker.
05/14/2025	Inspection Completed On-site Interviews with Licensee Designee Carrie Dextrom and Resident A.
05/16/2025	Contact - Telephone call made Telephone interview with staff member Sarah Machulis.
05/16/2025	Contact - Telephone call made Telephone interview with staff member Bobbi Shepp.
05/16/2025	Contact - Telephone call made Telephone interview with staff member Courtney Mizga.
05/16/2025	Contact - Telephone call made Investigation review with Missaukee Sheriff Detective Nathan Edwards.
05/28/2025	Contact - Telephone call made Telephone interview with staff member Kia Richards Mann.
06/05/2025	Contact - Telephone call made Investigation review with Detective Edwards.
06/06/2025	Contact - Telephone call made Telephone call with Licensee Designee Carrie Dextrom.
06/20/2025	Contact - Document Received

	Law Enforcement investigation report received from Detective Edwards.
06/24/2025	Exit Conference Completed with Licensee Designee Carrie Dextrom.
06/24/2025	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: Staff Kia Richards Mann is stealing money from Resident A.

INVESTIGATION: On May 12, 2025, I received the above allegation from Wexford County MDHHS Adult Protective Services worker Michelle Frakes. Ms. Frakes stated that her office had received a complaint alleging that Magnolia Estates AFC staff member Kia Richards-Mann is using Resident A's money for her own use. The complaint, per Ms. Frakes, notes that Ms. Richards-Mann has purchased gas, Popeyes Chicken, and other items using Resident A's bank debit card. Ms. Frakes noted that her co-worker Teresa Jackson will be conducting the APS investigation and that her office had already contacted the Missaukee County Sheriff's Office with these allegations.

On May 12, 2025, I spoke by telephone with Licensee Designee Carrie Dextrom. I explained the allegation as noted above. Ms. Dextrom stated she was already informed of these allegations by APS, and both the APS worker, Teresa Jackson and an officer from the Missaukee Sheriff Department are coming to the facility on May 14, 2025, to speak with Resident A. I informed Ms. Dextrom that I will also be present on that day and will coordinate with APS and MCSD.

On May 14, 2025, I conducted an on-site special investigation at the Magnolia Care Estates AFC home. I was joined by Wexford/Missaukee MDHHS APS worker Teresa Jackson and Missaukee Sheriff Department Detective/Seargent Nathan Edwards. We spoke with Ms. Dextrom who stated Resident A does not have a guardian or conservator, and he manages his own monies. She noted the facility does not manage any of Resident A's funds/money and only receives payment for his care and services. Ms. Dextrom provided a copy of Resident A's *Assessment Plan for AFC Residents (BCHS-3265)*. This assessment states "yes" to the question of "manages money." She also provided copies of Resident A's recent bank statements, December 16, 2024 to April 15, 2025. She noted that Resident A voluntarily provided these documents to her for this investigation. These bank statements show numerous ATM cash withdrawals, along with payment made via Resident A's debit card. Ms. Dextrom noted that Resident A does not drive or leave the facility unless accompanied by a facility staff member.

Notable listed items on Resident A's bank statements include ATM cash withdrawals on:

January 6, 2025 - \$103.25
January 6, 2025 - \$103.25
January 21, 2025 - \$203.50
January 21, 2025 - \$103.50
February 13, 2025 - \$123.50
March 14, 2025 - \$203.50
April 7, 2025 - \$124.00

A charge for "Popeyes" chicken fast food was made on March 14, 2025, for \$36.49. Ms. Dextrom stated that Resident A questioned this charge and told her that he "doesn't even like popeyes chicken."

A charge for gas occurred on April 10, 2025, for \$30.68. Ms. Dextrom noted that Resident A was in the hospital on that date.

On May 14, 2025, I conducted an in-person interview with Resident A at the facility. APS worker Jackson and Detective Edwards were present and participated in this interview. Resident A appeared alert and oriented during this interview. Resident A stated he "was foolish enough to let her (Kia Richards-Mann) use my debit card." I asked Resident A who Kia Richards Mann is, to which he stated, "she is an employee here." Resident A stated he gave Ms. Richards-Mann his debit card "several months ago" so she could go get coca cola and butterfingers. He noted she was working in the facility at the time of his request. Resident A stated he did receive the coke and candy, but Ms. Richards-Mann did not return his debit card to him right away and he had to ask her to return his debit card. He also stated that he had given his debit card to her "several" other times over the past few months. I asked Resident A about purchases for fast food, such as Popeyes chicken, which are noted on his bank statements. He stated he has "never eaten Popeyes." I asked him about gas purchases noted on his bank statements. Resident A stated he did tell Ms. Richards-Mann that she could put gas in her car, as he had asked her to get him the coke and candy. He stated that he does not know about any ATM withdrawals and "thinks maybe he asked her to get him cash from an ATM" and that "she might have given him the cash, I'm not sure." Resident A stated that Ms. Richards-Mann has never directly asked him for any money. Resident A further commented that he "thinks she made unauthorized purchases" with his card.

On May 16, 2025, I conducted a telephone interview with facility staff member Sara Machulis. Ms. Machulis stated that she is aware that Ms. Richards-Mann has had Resident A's debit card "on and off" for the past year. She noted "I know she is using it (Resident A's debit card) for herself." Ms. Machulis further stated that Ms. Richards-Mann had told another coworker, Bobbi Shepp, that she had purchased candy and pop for Resident A and that she "took some for herself."

On May 16, 2025, I conducted a telephone interview with facility staff member Bobby Shepp. Ms. Shepp stated that she is "pretty positive that Kia (Richards-Mann) is misappropriating (Resident A's) money." She noted Resident A had shown her his

bank statements questioning charges. Ms. Shepp noted the statement “doesn’t make sense” as there are several large cash withdrawals and Resident A has no cash. Ms. Shepp also noted that several ATM withdrawals are from a gas station next to where Ms. Richards-Mann lives. She further noted that Ms. Richards-Mann is currently on probation for stealing from Walmart. Ms. Shepp noted that Ms. Richards-Mann showed up to the home with Thai food from Traverse City and told her that she had spent \$100 on food and filled her car up with gas using Resident A’s debit card.

On May 16, 2025, I conducted a telephone interview with facility staff member Courtney Mizga. Ms. Mizga stated she is aware that Ms. Richards-Mann has Resident A’s debit card and commented that Ms. Richards-Mann lives near a gas station which Resident A’s bank statements show several ATM withdrawals occurred over the past several months.

On May 16, 2025, I spoke with Detective Edwards. He noted that he had spoken by telephone with Ms. Richards-Mann and she, after initially agreeing to an interview, now is unwilling to voluntarily provide him with an interview.

On May 28, 2025, I conducted a telephone interview with Kia Richards-Mann. I discussed the allegation noted above. She stated that any cash withdrawals from Resident A’s ATM/debit card were with his permission. She noted that Resident A did provide her with his card and pin number to use to get him cash. She further acknowledged that she has used his debit card to purchase McDonalds and Popeyes, “since he had never had it before.” Ms. Richards-Mann stated she “has no idea” how many ATM withdrawals she has made on behalf of Resident A and that she has used several different ATM machines. Ms. Richards-Mann stated that Resident A told her that she could “fill up her gas tank” once since she had a long drive into Traverse City to pick up Thai food for him. She said she spent \$27 on gas that day. She stated that at no other time has she used Resident A’s debit card or money for her own benefit.

On June 5, 2025, I spoke by telephone with Detective Edwards. He stated that Ms. Dextrom had called him to inform that Ms. Richards-Mann had told her that she “accidentally” used Resident A’s debit card to pay court fines/costs in Wexford County District Court. Detective Edwards noted that he called WCDC and verified that Ms. Richards-Mann had made a payment in May 2025, using a debit card with numbers corresponding with the debit card associated with Resident A’s bank account. Detective Edwards noted that he had also spoken with Ms. Richards-Mann, and she now is willing to be interviewed by him. This interview will occur on June 6, 2025.

On June 6, 2025, I spoke with Ms. Dextrom by telephone. I asked her about Ms. Richards-Mann statement to her about “accidentally” paying her court fees with Resident A’s debit card. Ms. Dextrom stated that Ms. Richards-Mann approached her and informed her that on May 15, 2025, she accidentally used Resident A’s card to pay her court fees.

On June 20, 2025, I received an email from Detective Edwards. He noted that attached to his email is his final investigative report on this issue and he has submitted the report to the Missaukee County Prosecutor's Office for review. In this report it is noted that Ms. Richards-Mann stated to Detective Edwards that Resident A had given her his debit/ATM card and pin for cash withdrawals and purchases on his behalf. She further acknowledged that she had purchased gas for her car using Resident A's debit card. Ms. Richards-Mann also informed Detective Edwards that she had used Resident A's debit card to pay \$200 in court costs on or about May 15, 2025. She stated this was an "accident" and using Resident A's card was unintentional. Ms. Richards-Mann stated that the court costs are associated with her being on probation with Wexford County District Court.

APPLICABLE RULE	
R 400.15315	Handling of resident funds and valuables.
	(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.
ANALYSIS:	Direct care staff member Kia Richards-Mann acknowledged using Resident A's ATM/debit card to purchase gasoline for her privately owned vehicle. She also acknowledged, and court records confirm, that she used Resident A's ATM/debit card to pay her court costs/fines. Direct care staff member Kia Richards-Mann did accept and/or take money from Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

On June 24, 2025, I conducted an exit conference with Licensee Designee Carrie Dextrom. I explained my finding, rule violation conclusion and recommendation as noted in this report. Ms. Dextrom stated she understood the finding and conclusion and agreed to submit a corrective action plan addressing the established rule violation. She had no further information to provide concerning this investigation and had no further questions.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.

Bruce A. Messer

June 24, 2025

Bruce A. Messer
Licensing Consultant

Date

Approved By:

Jerry Hendrick

June 25, 2025

Jerry Hendrick
Area Manager

Date